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May 30, 2003

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To: Community Based Alternatives (CBA) Provider Agencies, Region 8
Community Living Assistance and Support Services (CLASS) Provider
Agencies, Region 8
Deaf-Blind Multiple Disabilities (DB-MD) Provider Agencies, Region 8
Medically Dependent Children Program (MDCP) Providers, Region 8

Subject: Long Term Care (LTC)
Information Letter No. 03-07
Consolidated Waiver Program Consumer Satisfaction Evaluation

The Consolidated Waiver Program (CWP) is a pilot program in Bexar County which combines the services of CBA, CLASS, DB-MD, MDCP, and Home and Community-based Services (HCS) into one program. The Health and Human Services Commission, the Texas Department of Human Services, and the Public Policy Research Institute (PPRI) of A&M University are in the process of evaluating this pilot program. One of the components of this evaluation is to compare the satisfaction of CWP clients with the satisfaction of those clients enrolled in CBA, CLASS, DB-MD, MDCP, and HCS waiver services.

During the months of June and July 2003, a number of clients from each of these waiver programs will be notified by mail requesting their participation in the survey. The client will then be contacted by the state contracted surveyor (PPRI of A&M University) to schedule a time to conduct a face-to-face interview. Participation is voluntary and clients will be de-identified in the survey data.

There is no action needed on your part. This is only to inform you of what will be occurring in the event you receive questions from your clients. During the course of the study, staff of the PPRI of A&M University may be contacting you if they have difficulty locating a client. It is permitted to release contact information regarding this client to the PPRI.

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Should you have any questions, or encounter problems related to the study, PPRI's lead on the project is Anthony James. He can be reached at (800) 338-0119.

Sincerely,

Signature on file

Becky Beechinor
Assistant Deputy Commissioner
Long Term Care Services

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